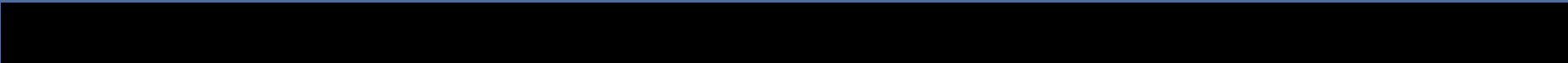




Montgomery County Commuter Services
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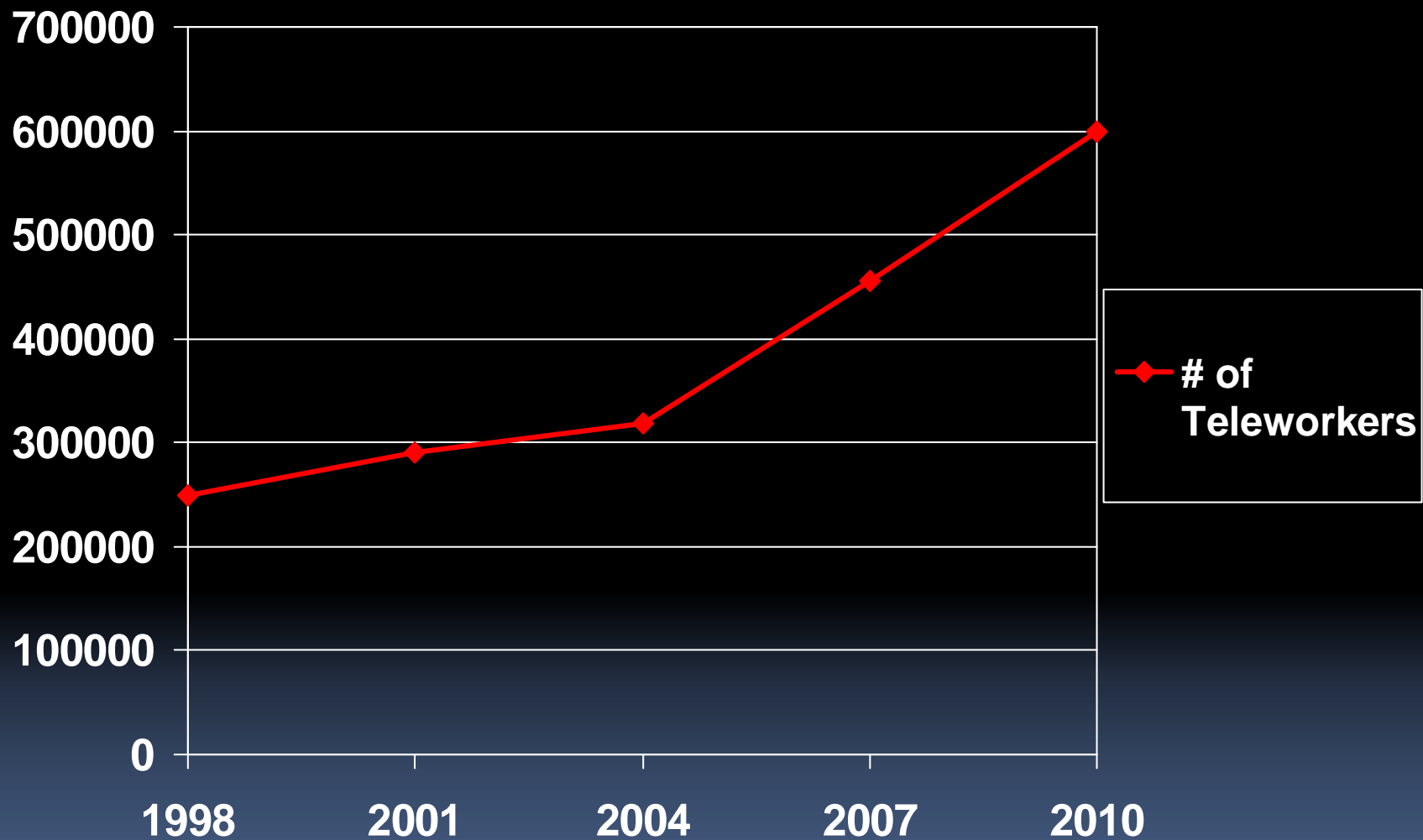
TELECOMMUTING – A WIN/WIN/WIN FOR EMPLOYERS EMPLOYEES AND CUSTOMERS



What is Commuter Connections?

- Network of public and private transportation organizations administered, including the Metropolitan Washington Council of Governments (COG), state funding agencies, and local organizations, that work together to assist and encourage people in the Washington region to use alternatives to the single-occupant automobile.

Number of Teleworkers in the Washington DC Metropolitan Region 1998 - 2010



Snapshot of Teleworking in Washington Region 2007 - 2010

- In 2007, 19% of the Workforce Teleworked on Average 1.5 days per Week
 - 456,000 Teleworkers
- In 2010, 25% of the Workforce Teleworked an Average of 1.3 days per Week
 - 600,000 Teleworkers

Tel e w o r k P o t e n t i a l i n R e g i o n

	Teleworkers 2010	"Could & Would"	Total Potential
Employer Type	600,000	500,000	1,100,000
Private Sector / Non-Profit	28%	27%	55%
Federal	27%	35%	62%
State / Local	13%	19%	32%
Totals	25%	21%	46%

Source: Commuter Connections
 2010 State of the Commute Survey
 Total Commuters: 2.5 Million

Tel eworking i s not....

- A replacement for child care or dependent care.
- Sending people home and never seeing or hearing from them again.
- A substitute for managing personal or other activities.

Fact and Not Fiction

- Increases in productivity of about 10-20%.
- Improved recruitment and retention.
- Absenteeism decreases by 2-4 days per teleworker per year.
- Improved employee morale.
- Teleworkers save on average about 29-32 miles per day. Teleworkers save about \$200-\$300 per month.
- Teleworkers save about 1-2 hours per day for their personal use.

Eligibility Factors

- Position description
- Performance rating
- Tenure
- Department needs
- Organizational structure
- Other _____

Analyzing Job Functions for Telework

Job Function	Always	Sometimes	Never
Tasks or functions can be independently performed			
Work can be scheduled/time controlled			
Quantity and quality of performance are clearly measurable			
Other employee functions are minimally affected			
Need for specialized material or equipment is minimal			
Access to proprietary systems is minimal			
Access to proprietary data is minimal			
Need for face-to-face interaction is minimal; telephone or email is sufficient			

Employee Characteristics

- Self-motivated, self-managing
- Results-oriented
- Conscientious, organized
- Independent worker
- Flexible
- Understands job requirements
- Understands organizational policies and procedures
- Communicates well with colleagues and others
- Handles change well

Analyzing Employee Characteristics for Telework

	Poor		Excellent		
Characteristic	1	2	3	4	5
Self-disciplined – requires minimal supervision					
Experience, skills – requires minimal assistance to perform responsibilities					
Past and current performance productivity levels					
Organizational skills					
Communication skills					
Relationships with peers					
Relationships with vendors and volunteers					
Ability to be flexible					

Manager Advantages

- Positive employee morale
- Increased employee productivity
- Better individual work planning
- Less downtime from weather, traffic
- Increased employee availability
- Cross-training and knowledge sharing
- Increased macro view of work
- Broader talent pool for recruiting & access to expertise
- Reduced absenteeism
- Retention; increased worker loyalty

Adjustments for Management

- Managing results and not process.
- Developing good communication and access procedures.
- Maintaining team environment.
- Concerns regarding loss of control.
- Develop and review metrics.

Tel emanaging Skills

- Assist employees in organizing work.
- Assigning work to employees.
- Defining objectives and deliverables.
- Establishing timeframes.
- Reviewing status.
- Coaching employees.

Communications

- Establishing protocol
- Schedule
- Responding to e-mail and phone calls
- Co-workers
- Non-teleworkers
- Outside contacts: members; vendors
- Supervisors

Team-Building

- Keeping the team together
- In-office meetings
- Teleconferencing
- Social activities
- Lunches

Planning for Success

- Act on problems as they arise.
- Be honest with teleworkers.
- Ask for input from coworkers.
- Respect the teleworking arrangement.
- Maintain scheduled team and individual meetings.
- Integrate a review process.
- There is an adjustment period.

Employee Advantages



- Increases focus, productivity and work quality; reduces distractions and interruptions
- Increases flexibility
- Reduces commuting stress, delays, and costs
- Improves morale
- Accommodates work/life balance
- Lower personal costs, e.g., meals, clothing

Adjustments for Employees

- Impact on teamwork?
- How will my manager know that I am working?
- Increased isolation from co-workers.
- Developing good organizational skills.
- Dealing with distractions in the home environment.

Tel e working: Getting Organized

- Pick a work location
- Establish a routine
- Replace ritual of getting ready for office
- Organize work the day before
- Have an end of the day ritual

Developing Good Habits and Avoiding Bad Ones

- Pace yourself
- Take breaks
- Plan lunches
- Keep in touch
- Stay productive
- Eating/snacking
- Watching TV
- Smoking
- Wearing PJs all day
- Visiting with neighbors
- Staying in bed

Successful Telework Programs have Certain Characteristics

- ✓ There is a transition period!
- ✓ Seamless to the world
- ✓ Plan for flexibility and change
- ✓ Fit corporate culture
- ✓ Plan for access and communication

Case Study – Clean Currents

- Small “Green Energy” company located in Rockville.
- Telecommute program began in 2005 when company was founded.
- Six month “in-office” period for new hires
- Employee training on remote desktop system
- VOIP system allows calls to roll to personal cell phones
- Virtual meetings are the norm
- \$250 credit for employees who wish to purchase Energy Star rated computer
- 21 full-time employees that telework at least 1 day/wk

Case Study – USP

- Scientific non-profit organization located in Rockville
- Pilot telework program in the early 2000's
- Program was formalized in 2007
 - Flexible work arrangements were used to respond to competitive hiring climate
 - Improve staff morale, retention, and productivity
- Two types of telework programs:
 - Ad-Hoc – based on project demands
 - Regular – Set schedule – no more than 50% of the regular work period.
- New hires can begin teleworking after 6 mo.
- Currently 100 employees participating – half in ad-hoc and half in regular – 20% of total workforce

Tel e w o r k A s s i s t a n c e f o r E m p l o y e r s t o S t a r t u p o r E x p a n d T e l e w o r k P r o g r a m s

- Information packets
- Sample Telework policies and agreements
- Free assistance with bottom line, measurable performance tools

Telework Assistance Example

- Marriott International
 - Defining Metrics and ROI formulas
 - Updating the policy and creating a telework agreement
 - An on-line survey for managers and employees
 - Developing the expansion plan
 - Training Managers
 - Utilizing the Work Suitability and Employee Suitability Assessment

Contact Information

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“The most effective way to cope
with change is to help create
it!”